ROBIN'S NEST LEARNING CENTER

Parent Handbook

Robin' s Nest Learning Center of Carterville & Marion are Nationally Accredited Learning Centers through NAC Excelerate Illinois Gold Award acknowledged by the state of Illinois: Gateways

Ages 6 weeks-12 years of age

KEEP THIS HANDBOOK FOR YOUR RECORDS

Robin's Nest Learning Center of Carterville

Phone: (618) 922-8445 | Email: rnest1007@gmail.com

1007 California St, Carterville, IL 62918

LAST UPDATED: SEPTEMBER 2026

Robin's Nest welcomes all children of all race, religion and background to be loved, understood and educated in our program with no discriminations of any sort.

Dear Family,

We want to welcome you to our classroom community. Our school philosophy is one that places as great deal of value on the formation of parent-teacher partnerships. As staff at Robin's Nest we define our family with the following definition borrowed from Boston Children's Museum:

Families:
We may be related by birth or adoption or invitation.
We may belong to the same race or we may be of different races.
We may look like each other or different from each other.
The important thing to remember is we belong to each other.
We care for each other.
We agree, disagree, love, fight, and work together.
We belong to each other.

Please share your family with us so that we can include, validate and celebrate each child's family relationship as part of our ongoing interactions with your child and all of our children. We welcome you all and look forward to developing a rich and supportive relationship with you and your child and to learn from and with each other throughout the year.

Welcome to Robin's Nest, you are now invited to be a part of our family!

Robin's Nest Team

CONTINUE TO THE NEXT PAGE ⟶

Robin's Nest Mission Statement:

Our goal is to provide every child with caring and positive atmosphere to learn and grow. We treat each child as an individual who learns in his or her own way. As we bridge the gap between home and school, we invite our families to participate and contribute to our school in ways to shape and guide our program to be an extension of your home. We guide children to a continued positive self-image while building social skills in a school setting and fostering the joy of learning.

There are many opportunities for the parents and the community to be involved in what we do here at Robin's Nest. Robin's Nest hosts various events like the fall festival, Thanksgiving supper with Grandparents, book fairs & Christmas show that allow parents to meet and mingle and be a part of the festivities! We have hosted many parent speakers, career speakers, party helpers, field trip volunteers, story book readers, and parent performers who sing or play instruments. The opportunities are endless and the impact on the children and our program is immeasurable.

Father's influences and participation is very important to a well-balanced program. Robin's Nest boasts the best father participation in Southern Illinois! We have had numerous father helpers in the classroom, guest speakers ranging from military days to playing guitar for our Christmas show! Dad's strut your stuff and make a date with us to make a difference not only in your child's life, but all the children in our program. Children need strong male influences in their lives, help us support this essential ingredient in our successful parent involvement program!

Robin's Nest License

Robin's Nest Carterville boasts the largest infant toddler center in Southern Illinois!
Robin's Nest Carterville is licensed for 304 children.
Marion Location is licensed for 153 School Age 60
Marion Hatchlings location is licensed for 87-All locations follow these ratios as a minimum: 1-4 for our infants, 1-5 for our toddlers, 1-8 (Potty training 2 yr old's) 1-10 (Ages 3 & 4) and 1-20 (School Aged Kids) A school aged child is determined after their first day of public school.

CONTINUE TO THE NEXT PAGE ⟶

What I need to start care for your child: ***(Please refer to check List)***

- *Child enrollment packet. The packet must include the $75 registration fee to hold a spot and is non-refundable. The registration fee holds your child's slot for 30 days noted on contract agreement. The contract agreement specifies days & hours. (4.15 hours or more is considered full time. See rate sheet) After 30 days your child's slot can not be guaranteed and a new registration fee would need to be paid after 6 months of date on contract agreement.*
- *There is a $10.00 packet fee. Our paperwork is available online.*
- *Current immunizations and medical form on state form that has been provided in this packet. The form can be faxed to 618-985-2743 or emailed to rnest1007@gmail.com for Carterville & jena.parson1988@hotmail.com for Marion.*
- *Certified birth certificate.*
- *A non-refundable deposit of one week's pay, which will be your last week of tuition with a two-week notice.*
- *Potty training agreement if enrolling in that classroom with the needed items outlined in that document.*
- *change of clothing for your child in a Zip-lock bag with your child's name on it. (There is a $3.00 clothing rental if clothing is not available in child's cubbie)*

Classroom Organization at Drop off & Pick up

Robin's Nest does condense classrooms at the beginning of the day and at the end of the day to save in payroll and keep rates low for our families.
Please look at classroom information board on the door leaving the office to see where your child's class is located!

There is a director on the floor in the morning at 7:15 AM - but not in the office. If you need the director to meet you in the office, please ask the teacher to call and we will meet you there!
If your child needs breakfast, please drop off to the lunch room (Carterville) and not to the classroom after 7:30 AM. Other locations eat in the classrooms. Breakfast ends at 8:30am unless you call ahead to save a plate.

At 7:30 AM all classroom are open and you can drop off to your child's classroom. After dropping your child off, come back by the office, check your child's file folder, sign in at the computer, leave any notes about your child on parent's information board & sign in medication if needed. There is a director on the floor running around the center making sure classrooms maintain ratios, kids get on the bus for school and in coming staff are properly placed in the center.

CONTINUE TO THE NEXT PAGE ⟶

The latest you can drop your child off for school is 10:30 AM for lunch. If you are running late please call us and we will let you know when the children are resting. If the children are resting you will be unable to drop off. Our quiet time is 11 AM - 2 PM.

Pick up:

Please come into the office, sign your child out, check file folders & ask any questions you may have of us. There is a director in the office from 4:30 PM - 6 PM to help answer questions & a director on the floor helping with parent pick up. In the event there is a short staff situation, the director in the office may have to work the floor.

Please check the office door for the location of your child's class or check the camera system.

Personal Items:

Robin's Nest is not responsible for any personal items brought into the center. Please leave that special toy in the car!

Please do not bring ANYTHING valuable into the center that could be lost or taken home by mistake. (money, game systems, electronics…) ***Please be sure all coats, clothing, shoes are labeled with your child's name on it many look alike. Please label everything!*** *We have over 400 people coming in & out of our building daily. Mistakes happen, but if things are labeled well, less likely to be taken by the wrong family.*

Please drop of coat & personal belongings in your child's class. Please take your child's coat off and place in cubbie.

Robin's Nest has a strict NO CELL PHONE POLICY in our classrooms. If children come with them and they are seen out of their back packs- the teachers will take and give to the office for parental pick up.

Robin's Nest does NOT allow guns, weapons or drugs inside the premise of the school. Please leave such items in your car.

Robin's Nest is a smoke free facility (vaping/e-cigarettes, cigarettes, marijuana, etc.) Please be conscious of smoking before you come into the school. ***If you smell like marijuana and you seem impaired we can NOT release your child to you.***

We love to get dirty at Robin's Nest. Our teachers organize great activities that may get your child's clothing dirty or stained. (Egg dying is an example of an activity that may stain your clothing) Please do not send your child in any clothing that can't get dirty or messy. Robin's Nest does provide lunch

CONTINUE TO THE NEXT PAGE ⟶

shirts to cover clothing at mealtimes and art smocks for messy art, but there is still that chance of getting messy.

Robin's Nest is NOT responsible for clothing & shoes brought into our school.

Special needs & Services available at Robin's Nest

At Robin's Nest we love the melting pot of cultures, religions and languages. Please share your family traditions, foods cultures, religious celebrations, languages, and clothing with our children. Our Christmas show is an international call for peace across the world to each nation uniting as one. If you have something you can share to add to this program, we would love your participation or input.

Robin's Nest offers interpretive services with notice. Conferences are held in parent's home language and we invite an extended family member to help bridging the communication gap there may be between the family and school. Robin's Nest also offers a portable interpretive device for daily simple conversations!

ESL services are also available by a sign language student that is also a teacher and parent in our program. Basic sign language is taught in our infant and toddler rooms and carried to a higher level through our school age program.

Robin's Nest offers a quiet couch in our Conference Room (Carterville)
At all locations: we offer breast feeding in the classrooms. Signs are posted to make in coming parents/parents with older siblings aware there might be a naked breast. (Yes, this has been a complaint in the past.)

Robin's Nest take special needs children on an individual basis. If your child has special needs, we can address those before the enrollment process has begun. Please have all special needs written, IEP plans and any other documents signed by your attending physician for us at the time we go over orientation, so there is no misunderstanding of what is required of us here at Robin's Nest! Please understand, Robin's Nest must protect the children in our care & the teachers who are employed by our facility. We are unable to accommodate children who require special physical handling/restraints. Our team has NOT be trained in this specialty area. This would also include verbal threats of physical harm to a teacher, child or the school as a whole. Verbal threats of " killing" is grounds to end services immediately.

CONTINUE TO THE NEXT PAGE ⟶

Parent Volunteers:

Robin's Nest encourages parent support, input and guidance while providing care for your child to provide the ultimate level of care expected from a nationally accredited center like Robin's Nest. All parent & family members are welcome to participate in our classrooms as helpers, party coordinators, guest speakers and a field trip volunteers. We ask all of parents to share praise, concerns, and suggestions at any time.

There is a 24 hour number you can call or leave an anonymous note in our locked tuition box. Robin's Nest participates in formal evaluations of our program in the fall and spring and we ask you to take the time to fill the evaluations out and give us your very important input. It is with this information that was structure the following year's goals for the center which include improvements, staff changes or curriculum development. It is your participation in our program that will enrich your child's pre-school experience and allow us to exceed your expectations.

Robin's Nest also uses Jr. Counselors: A Jr. Counselor is a pre-teen who works in the classrooms as an extra pair of hands. These pre-teens play, do art, read and provide classroom support to the teachers. Jr. Counselors can NOT pick up children, change diapers & are NOT counted in ratio. If you have a pre-teen that you would like enroll as a Jr. Counselor, come by the office and talk to us! A background check is now required that requires parent signature.

Parent Resource Center:

Is a notebook and filing system for parents to get additional information to help parents better understand their child's development, learning, and other resources to aid the family.

Do you have questions about recent recalls, list of sexual predators in Williamson County, childhood illnesses, challenging behaviors, potty training, community resources, and family resources?

Check out our Parent Resource Center located in the office. There are informational handouts available.There is also a list of parent education classes with dates and locations! Check it out! It's a great resource.

Parent flyers, community resource information, CCAP application information is available upon request in your native language. Please just ask in the office for language of preference. We also have a monthly health tip provided to us by our parent nurse consultant! Check it out, copies available in the office by parent resource area.

CONTINUE TO THE NEXT PAGE ⟶

Cultural Linguistics at Robin's Nest

Robin's Nest welcomes all children of all languages, and we encourage the families of these children to be involved in our program. Please SHARE your culture with us! Stop by the office and ask how you can be involved in our classrooms.

Robin's Nest offers an electronic translator to communicate with parents in their home language. If requested, Robin's Nest can present all paperwork in parents written language of choice. (Please give us 48 hours to get translated and printed.)

Curriculum & Program Activities

The lesson plans are also located outside each classroom for the month and we post weekly about the activities and the learning activities we are doing in the classrooms!

Each teacher plans a month worth of activities that are outlined by the day. There is a book of the week, 2-3 songs of the month and daily activities. Look around our classrooms and see what the kids are doing! There is self-expressional art, 3-D art, writing samples, handprint art, science table of themed activities, classroom charts, lots of pictures and so much more! Follow our Facebook page and see what the kids are doing in the classrooms weekly! We post the lesson plans, weekly assessment activities and so much more!

**All our classes are based on my favorite children's books which convey a love for reading we promote here at Robin's Nest.*

Screenings & Child Evaluations/Assessments

Robin's Nest does developmental screening of all children birth to age five with the screening tool "Ages & Stages". By signing the permission to screen form in this packet page you give us permission to do these screenings within the first 30 days of enrollment and again before conferences in May and November. Robin's Nest works with the Williamson County Early Learning Task Force. You will be provided a copy of the results and together we will set goals for your child. If you do not want your child to be screened, just check "no" and we will follow your directive.

Robin's Nest evaluates each child in our center daily through ongoing observations and assessments. The initial screening is done using Ages and Stages. Ages and Stages is a baseline screening to evaluate children. We know children all develop at different paces- so we use this tool as a starting point. Screenings are redone a month before parent teacher conferences and ongoing observations/assessments are done using Work Sampling & High Scope. Robin's Nest provides feedback through "we thought you should know sheets, weekly curriculum, behavior modification

CONTINUE TO THE NEXT PAGE ⟶

plans and child portfolio folders. The portfolios are a snap shot of 6 months of work done by your child and you will be provided a copy of the screenings and work done at parent/teacher conferences for you to take home.

Parent teacher conferences are held twice a year and goals are set for your child during this time. This is a great opportunity for parents and teachers to talk about concerns, set goals using screenings done at the school and share the fun things the children have been doing in our school. May & November are the months we like to set up these conferences, but we are open anytime to sit down and talk with you. Just give us a call and we will set aside time for you that will work with your busy schedule! School age conferences are held after summer camp in August. Look for sign ups and look at the amazing portfolios the children put together! Robin's Nest offers annual hearing and vision assessments. Look at parent information board for times available.

Classroom Structure based on Skill

Because Robin's Nest is based on skills and not age, the children in our program move from classroom to classroom sometimes more twice a year. For example: An infant that is a newborn will be moved into the crawling room, to a walking room, to a toddler room in the first 15 months. We do this because I have found children who are surrounded by children who are mastering the same skill set, learn best by being with peers doing the same things and challenge the skills they have by watching other children!

Multiple transitions make parents feel uncomfortable because they just got to know this teacher and the relationship is safe and comforting for a working parent. All my teachers are awesome, and we have a group of float teachers that work in all of the classrooms building that trust with each child they work with. Then when the transition occurs, and a new classroom is introduced, a familiar face makes that transitions seamless and exciting!

We transition at the beginning of a month and we send home a contract agreement letting you know when that transition is going to occur and who the new teachers are. Please check file folders daily for information like this that is filed daily. Sometimes we transition children to break up a group of personalities that are challenging to a teacher and sometimes we transition because it is what you want as a parent. Please always feel that you can talk about our transitions, and what we are proposing for your child. You have the final decision on any transition and we always want to serve the best interest of your child and their educational success.

Robin's Nest also offers transition/adjustment services as your child is going to school or new to Robin's Nest. Home visits are available upon request and Robin's Nest has an open-door policy to

CONTINUE TO THE NEXT PAGE ⟶

Robin's Nest. Home visits are available upon request and Robin's Nest has an open-door policy to come in anytime to visit or watch the camera system. Just ask the Director on the floor for availability of times that meet the needs of your family for a home visit, transition counseling, adjustment issues or our written continuity of care plan.

Robin's Nest has used the classroom assessment scales from Environmental Rating Scales to set up our classrooms to meet the highest of educational hands on experiences. For additional information on quality programs and these assessment visit [www.ilqualitycounts.com] (https://www.google.com/search?q=https%3A%2F%2Fwww.ilqualitycounts.com)

Each of Robin's Nest classrooms is decoratively painted to children's books to further enhance the love of literature that Robin's Nest curriculum exemplifies.

Our program is very academic and socially rich. Support from our families is imperative to nurture that growth. We separate our classroom based on SKILL rather than age.

Pre-K

Pre-K kids are between the ages of 4-6 based on skill.
Highscope is the main curriculum used in our classrooms as the children learn the alphabet by recognition upper and lower case, numbers 1-100, number concepts such as more or less, counting objects out and adding them together, sounds of letters, pre-reading 100 words using phonics, following 5 step directions, operating in a classroom as a school aged child, fine motor skills, first and last name and many science related lesson themes with a strong literature base.

Pre-School

Pre-school kids are between the ages of 2-4. We focus on self-help skills like potty training, getting dressed, snaps, and putting coats/shoes on. The class time activities are: Circle time, songs, stories, alphabet, letters in their name, numbers 1-10, cutting skills & writing their name.
Robin's Nest Learning center is proud to use Handwriting without Tears Curriculum & Highscope .

Potty Training

See potty training agreement when your child is ready for this adventure!

There is a $5.00 per week potty fee for carpet cleaning etc…We maintain a potty calendar of accidents. If your child starts having multiple potty accidents, we will charge the potty fee again and notify you of the accidents in your mail box/ledger. (This includes school age children)

CONTINUE TO THE NEXT PAGE ⟶

Consistency is the most important aspect of potty training! We are a cloth pants potty training school. We will not use pull ups for potty training.

School age children that are still having potty accidents will have a service fee of $ 5.00 added to your account if we don't have clothing and it happens frequently. Please provide a change of clothing and keep in your child's cubbie located in the classroom.

Transitioning to Kindergarten

This is a very exciting time for you and your child. For many families this is a new adventure with no idea what to do or what needs to be done. Robin's Nest offers the following things to help our families! Robin's Nest celebrates this mile stone with a Pre-K graduation for family and friends. Probably one of the best parent events we host. Please plan for that event in early May.

We work with area schools and pick up kindergarten packets. Those packets will be available in the office and a sign will be posted in March when that process starts. We have a relationship with Dental Safari to come out to the school and do the required dental check-ups for school paperwork.

We offer back to school haircuts - look for sign up!

School Age

School aged kids have a program that runs during the summer & all in-service days. The program offers math skills, reading, art & social studies. The activities that are offered range from science projects, art exploration, problem solving, cause and effect, language development, reading, writing & various field trips.

Check out our website online for pictures of activities we did over the past year! Follow us on Facebook for our recent events.

Our school age program is very popular. Advance registration is recommended and there is a $75.00 registration fee for all school age kids to participate in our summer program. Late registration is $85.00. All fees collected are spent on the kids and the fun things we do over the summer!

School Aged Program (During the School Year)

When there is no public school available, Robin's Nest requires a reservation for a slot for that day. Please sign your child up on reservation sheets that are located at sign in and out area if full day services are needed. THIS IS INCLUDES CCR FAMILIES!

Please look at monthly calendars, Facebook and sign in/out board for deadlines. If you sign up for full day services, full payment is needed even if you change your mind. I do my staffing based on these full day reservation sheets. (This includes CCAP children)

If you forget to sign up or things change, and you need care, you can call and see if we have room. You will be charged at the drop-in rate if no reservation was made, However, there is no guarantee that we will have space available. We plan many of our field trips on out of school days which makes our program very popular!

Please call before dropping off.

There are daily field trips on no school days. Please look at sign in and out board for additional information.

School Age/Pre-K Cell Phone & Technology Policy

Robin's Nest has a strict policy against children having cell phones, IPADS, tablets, watches in the classrooms. This is a violation of other children's privacy.

DCFS allows for 20 minutes a day total screen time & the center is responsible to monitor what is being viewed. We can not do this on personal devices.

If a child is seen on any of these devices, we will take it, observe what the child was looking at and give back to the parents at pick up. If the child refuses to give us the personal device, we will call parents to pick up the phone and the child with a 3 day suspension.

If a child is found sending inappropriate pictures, videos, GIFS, text messages anything of that nature will result in immediate termination of contract and end services at Robin's Nest.

Robin's Nest reserves the right to use the word "SEX" when talking to the children and asking questions when something has been observed that may need teacher/ parent intervention. Robin's Nest will NEVER discuss what sex is – we will only tell children it is something that can not be talked about in our school and if they have questions, we will refer the child to their parents.

Robin's Nest Learning Center is a "Safe Place" for our LGBTQ community. Robin's Nest enrolls same sex family units and sexual orientation is protected under our policies as any heterosexual family. If there is something we can do to be an extension of your family; let us know.

School Runs & Transportation

There is a transportation fee for all schools that we use the vans to transport you child. There is a $2.00 per day per child fee to cover gas expenses. This is a flat rate and is not prorated if child is absent or during vacation weeks during the school year. During the summer months we remove the fee.

- *Robin's Nest can transport to a special activity at a $5.00 per day rate with prior scheduling. Drop in transportation for detentions etc… are at $10.00 per day to cover the cost of the staff person.*
- *Robin's Nest reserves the right to cancel transportation if the weather is not accommodating to safe travel.*
- *Robin's Nest can only provide transportation that has a school calendar provided the first week that the child is attendance. We must make sure there is not another school schedule that conflicts with the current van run. If that is the case, we may not be able to transport your child to that school. Fall updates are due July 15th and it is first come first serve to determine van runs for the fall.*

There are days Robin's Nest cannot provide transportation for Pre-K due to activities we are doing at the school. We will post these days in a sign on the door and on FB.

- *Pre-K graduation*
- *Christmas show day (practicing at the HS)*
- *Various field trips*

Robin's Nest expects that children behave on the bus/van/personal vehicles and remain seated with their seat belts on. If a child poses a danger to themselves or the other children, the parent will be notified in writing. The third time we may opt not to pick up that child from school.

*****Very Important*****

If we go to pick up your child at school & we cannot find them because someone forgot to call us & tell us, or we need to send a staff back to get your child there is a $10.00 fee. When a staff is looking for a child, we need to send a second staff out to finish the school run for us to be on time. Please instruct your child to go directly to the van.

The van driver will leave if we cannot find your child within 10 minutes. The van driver will call the school and then back to the staff person in charge at the center to make phone calls to home & work.

CONTINUE TO THE NEXT PAGE ⟶

late getting to the van, we will send someone back to get your child and we will charge the 10.00 for the extra staff needed.

Activity Payments: Option field trips

Field trips signups are located right outside the office door by lost & found. Parent's need to give written permission for Robin's Nest to take your child on the trip. Please do not call us and ask if you can add your child to the trip-you must sign the permission slip or calendar & pay for the field trip to have children added to field trip list.

Please look at specific field trip sign up for ages and requirements.

Field trip & activity fees will be deducted from your Tuition Express Account.
If payment is not made by due date, we may opt not to take your child on the field trip.Year-end receipts reflect tuition payments that are tax deductible.

Activity fees need to be paid for by due date or Robin's Nest will be unable to send your child on the outing. Look at monthly calendar for upcoming activities!

We welcome parent helpers on all field trips. Just let us know! We notify parents of field trips on monthly calendar update and at the front sign in/out board. There are extra fees associated with these field trips and the due date is noted on the front board. Again, please read over your monthly sheets & sign in board to be well informed.

Robin's Nest staff reserves the right to request parental supervision on field trips if we feel the child poses a safety issue while on the outing. In the event the parent cannot attend, Robin's Nest reserves the right to serve the best interest of the group and not take that child on a field trip.

Transportation

Robin's Nest staff is required to obtain: CPR, Universal Precaution & First Aide trained. Additionally, each staff that drives our vehicles goes through additional training of procedures and safety in our vehicles. There is a signed check list when completed in their file.

The state of Illinois regulates drivers for licensed centers and provides centers up to date driving records of all drivers in our center on file with the state.

We do take the kids on field trips. We use our bus or vans depending on where we are going, what we are doing and how many kids.

CONTINUE TO THE NEXT PAGE ⟶

Before we leave the center, role is taken from the field trip list generated from the parents who gave written permission for Robin's Nest to take their child on that outing. A copy of that list is left at the center of who went on that field trip. That same list is used to do attendance of the children on that field trip periodically and also BEFORE returning on the bus. The director on the floor then checks in the children upon return by matching face with name and taking field trips shirt from the child to be washed. Please be patient when we are checking kids back into the center. Do not take a child from the teachers until all children are accounted for to avoid confusion.

Robin's Nest staff understands and is trained in safety for the children during these field trips. There is great exposure on field trips and we need the children to act appropriately on these excursions. Failure to comply with Robin's Nest safety procedures may result parental attendance for future field trips.

Robin's Nest reserves the right to decline going on a field trip, route, or anything that may pose a danger to the children or staff.

State law does not require car seats or seat belts in school buses, however all children must remain seated and keep their hands etc… inside the bus always. The bus rules are gone over before every field trip with the group leaving that day.

There are no refunds on excursion fees or ANY REASON. We will reschedule the trip or do something else if a field trip does not work out for whatever reason. Robin's Nest reserves the right to change any field trip at any time for any reason.

Robin's Nest requests that no money be sent on field trips or brought into the daycare with the children. Robin's Nest is not responsible for any lost money or personal belongings.
Please be sure to put your child's name on anything brought into the daycare. This includes car seats.

Robin's Nest does the best they can to be back by the times noted. Please understand if we are late. You can call to see if the staff person I charge has left. The staff has been trained to call when all the children are accounted for and are leaving the field trip and are in route to the daycare.
In case of an emergency, we carry medical information on each child and emergency phone numbers. We follow the same emergency procedures on field trips as we do in the daycare with the exception that we may opt to return the child/children to the daycare if not life threatening. Parent phone calls will be made then.

CONTINUE TO THE NEXT PAGE ⟶

Please be sure to update emergency medical forms yearly for accurate information. This is very important in case of an emergency.

If you are late making it to school on the day we have an excursion planned, you can call us and meet us at our destination.

RN Staff CAN NOT force a child into a van when transporting children to/from school. We will take the child back to the office and have parents called to make other arrangements.

Supervision

At Robin's Nest our goal is have one staff on the floor interacting with the children at all times in our infant & toddler/ 2's rooms. With this direct supervision, we have found there fewer accidents, bites and more one on one interaction between your child and the teacher. Pre-School-School aged kids have direct supervision with some distance to provide privacy and quiet play. These age groups are directly supervised by a teacher, but not in as close of a proximity as the younger age groups.

Complaints, Concerns, Questions

Robin's Nest takes parent questions, concerns or complaints very serious. Please do NOT hesitate to call us anytime. We will do our best to keep the concern anonymous. The issue is discussed with ALL the staff and we use the concern to "learn from each other's mistakes." We address the parental concern in writing; we outline proper procedures, and licensing standards that apply for complete compliance. After the staff has all read the concern, they sign acknowledging the proper procedures and the parent is given a copy of the written documentation. A copy is placed in the child's file, a copy in the staff's file and a copy is forwarded to licensing as required.

There is also a parent comment box located in the office if you want to drop a note in there.
Robin Moore is also available by e-mail: moore42601@gmail.com
Brittany Rodriguez (Carterville) rnest1007@gmail.com
Jena Parson (Marion Location) jena.parson1988@hotmail.com

Discipline Policy

We teach consideration, good manners and appropriate behavior. We use positive reinforcement for good behaviors and time out and redirection for not-so appropriate behaviors. We use the stop light in our class. Red is 3 redirections and a note home. Yellow is 2 redirections no note home. Green is a good day. When you pick up your child you will be able to look at our stop light and see what kind of day your child had. We aim to work through behavior problems together. We will address your concerns and hopefully provide insight, understanding, and mutual consent in what we are doing with your children.

CONTINUE TO THE NEXT PAGE ⟶

Robin's Nest kids are expected to treat the staff with respect and may never use profanity or aggression toward a teacher. If this event occurs, we will call the parent to help us. If my staff feels threatened, or physically assaulted by a child; Robin's Nest; services may be terminated with no notice and deposit will be forfeited.

Profanity in the classroom will not be tolerated. We will re-direct, write up, be firm, remove from the class & call parents. If the language cannot control, we may need to help you find a smaller classroom setting at another school. We cannot have the children in our program learning colorful language from peers.

If a child runs from the daycare and we cannot restrain the child with reasonable attempts, we will call the parents and police if the child has left the center. (school age) We will restrain younger children that do not pose a physical danger to the team talking down the situation.
Our goal is to work through behavior problems, but we need parental support and a written behavior modification plan in place. This is a social service regulation. Behavior plans would include but would not be limited to: biting, aggressive play, hitting, kicking of other children/teachers and foul language.

A behavior modification plan would also be used if a child vandalizes Robin's Nest property, vans, buses or any other person personal property located at Robin's Nest. Vandalism could also result in termination of field trip rights for 1 or more days with no refund.

There is no age limit associated with a behavior modification plan. Biting would be another place we would put a behavior modification in place. This is an agreement between parents, child and teachers at Robin's Nest. The goal is to work together to change the behavior. If RN teams feels the parents are not supporting the school while working on a behavior plan, services can end with a 24-hour notice.

Robin's Nest has a no tolerance policy for corporal punishment. Parents can not spank, bite or do any other form of corporal punishment within the perimeters of the property that is licensed by the state. Please do not ask our team to act in this manner on your behalf. Robin's Nest recognizes a parents right to discipline their child; but we are state mandated reporters.

Robin's Nest also supports our teachers. If a child is hitting, kicking, hurting a teacher in any manner; a phone call will be made, and the child must go home for the day after a meeting. A behavior management plan will be put in place to protect the teachers and your child. The second time a child physically hurts a teacher, the child will be suspended for the next day also. Robin's

CONTINUE TO THE NEXT PAGE ⟶

Nest may request out sourcing to help child's coping skills in the classroom setting which will require a referral. Our goal is work through behavior problems together.

Health and Safety Issues:

Hand washing & Sanitization: Please wash our child's hands when entering a classroom. Proper hand washing is essential to keep illness down in any school. We teach the children to start washing hands at infancy. Infants have their hands washed after diapering and before meals.

Pre-school aged kids start learning the hand washing song and wash hands after potty, playing outside, petting animals, before taking medication, after sneezing/coughing, before meals and any other time hands look dirty. The staff at Robin's Nest have taken additional training in proper health and sanitization procedures and Universal Precautions before entering a classroom.

All toys, play surfaces, tables, chairs, window sills, etc…are bleached daily to cut down germs. All bedding is washed weekly or anytime moisture is found on a sheet in all classrooms.

The children in our center are taught how to cough & sneeze in the bend of their arms to avoid the spreading of germs on hands. We wipe noses, clean faces and teach self-help skills in the classroom. Runny noses are our greatest challenge. Due to DCFS standards we cannot use hand sanitizer. Research has shown that hand sanitizer is killing the good bacteria on our hands and could be more harmful than helpful.

Environmental Toxin Controls

Robin's Nest has an anti idling policy every day: (running cars)

- *Children are never present when gassing vehicles*
- *Children are never present when gaseous materials are used*

Robin's Nest tests water for lead every 3 years

Robin's Nest does Radon testing every 3 years

Robin's Nest admin team searches recall list monthly for lead based toys or dangerous materials.

Pest Control Robin's Nest uses Environtech within our building walls and all pest control happens on the weekends. We will use ant/roach/ mice hotels & fly strips to take care of any pest that we might come across. The best practice is keep the school well cleaned, sanitized & sealed to keep pests out.

CONTINUE TO THE NEXT PAGE ⟶

Diapering

Robin's Nest checks diapers infants every other hour and toddlers every two hours. Pre-chool age 10:00 AM, after nap & 4:30 PM or as needed in the case of a bowel movement. If you would like your child's diaper changed more, please provide the teacher your requests for your child in writing and we will meet those needs.

Please provide diapers & wipes weekly. We need approximately 20 diapers and 1 box of wipes weekly. Please check your child's diaper bucket weekly to be sure we have enough diapers and wipes. We will also make a notation on your child's daily sheet when we are running low. In the events we do not have diapers or wipes, we will provide to you at the following cost: $3.00 per diaper and $7.00 per box of wipes.

Mandated Reporters

Upon entering the classroom, the teachers will look over the children and make notes of bruises scratches- this way we know what each child came in with and what happens at school is also documented. If your child falls or gets hurt at home, please inform the staff person what happen so a note can be made, and no presumptions are made. A staff member from RN may call you and ask what happened. We are no accusing- we just need to be able to explain if our state nurse comes in and sees it. Kids get hurt, we know that. They will get hurt at Robin's Nest. That is a part of kids being kids, but we need to be able to write on our daily health sheet where a bruise came from or other injuries. We are mandated reporters. If we suspect child abuse or neglect, we are required by law to file a report with the state.

We strive to have the healthiest, learning environment for children. This can only be done through constructive criticism and parental feedback. Please talk to us before calling the Department of Human Services and we do the same.

Accident, Injury & We Thought You Should Know Sheets (WTYSKS)

If your child is hurt and requires medical attention, the parent will be notified immediately. If the parent cannot be contacted, the child's doctor will be called, and medical treatment will be handled by that doctor's recommendation.

All other accidents are documented on a "We Thought You Should Know" sheets or an "Ouch Report". This would include skinned knees, bumped heads, minor abrasions & behavior issues. If your child has any head injury we will call you and suggest medical attention. Head wounds could take a turn for the worse without any warning. Our common way to communicate injuries is through text message with a picture.

CONTINUE TO THE NEXT PAGE ⟶

Please check your child's file folder located at the sign in/out board for daily events that would include documentation of accidents, behavioral issues, medication given and daily curriculum. This includes school aged kids.

If you have any concerns about any accident, note, or anything at the center, please call the director or email center at:

Brittany Rodriguez (Carterville) rnest1007@gmail.com
Jena Parson (Marion) jena.parson1988@hotmail.com

Please do not hesitate to reach out to us. We are here for you!

Daily Health Checks:

We do daily healthy checks on all children. We will write down bruises, diaper rashes, etc… we may send you a picture of these items when we see them to get additional information. Don't be alarmed: we are just making sure everyone is in the "know" for your child's best health during school hours. Robin's Nest has a strict "Not Nit" policy for headlice. We check heads weekly or anytime we see a child itching their head.

Sick Policy: *Please see separate sick policy:*

If we call you to pick up your child, we ask that you can make arrangements within one hour of that call. 1 hour after that call we will charge $15 per hour and start making calls to your emergency call list. It is very important that you pick up your child in a timely manner to avoid getting the other children and staff sick.

If your child has been running fever or throwing up, please keep home for 24 hours. Robin's Nest provides an illness sheet that gives details about when your child can return to school. Please follow those directions.

See COVID regulations on separate sheet:
Robin's Nest reserves the right to ask for a doctor's note if we feel an illness could be contagious. Our goal is being sure that every child in our program is healthy and safe.

Medications Given at School:

Please do not bring in personal purses or leave diaper bags into the classroom or out in the hallway. Medications and other hazardous items can be found in our purses, coat pockets and even diaper bags. A pill can fall out of your purse and onto the floor for a child to pick up thinking it is candy.

CONTINUE TO THE NEXT PAGE ⟶

If your child needs medication, please give the pharmacy note/doctor note & the medication with proper label to the staff in charge in the office.

Robin's Nest cannot administer the first dosage of any medication. This is in case there is an allergic reaction to the medication. Please inform the school of anytime your child is getting a medication at home in case of an allergic reaction that might appear during school hours. Please write the name of the medication on the parent communication sheet located at sign in and out counter.

Be sure to sign in medication DAILY by the sign in & out clock.

We are required to have a doctor's note for any medication that is given to children under the age of 2.

All medications must be in original bottle with label/prescription label.

Robin's Nest cannot use baby powder in our infant rooms. Please provide cream for rash in a labeled zip lock bag.

All medications are stored in a locked cabinet located in the office or in locked boxes in the classroom. Refrigerated medications are in a separate container within the refrigerator locked.

Please do NOT put medications in a diaper bag. All medications need to be handed to a staff person to be dropped off in the center and picked up daily.

In the case of a medication that needs to stay in the center, we are required to get an emergency action plan to keep the medication on the premise. Otherwise all medication is required to go home daily per licensing standards. Emergency action plans are for medications like nebulizers, inhalers, diabetic pumps, epipens.

If your child has an allergy to a specific food we need a doctor's note to delete that food from their diet. Please note on enrollment document so we can get you the proper form.

Food & Meal times

We have death allergies in our center. Please do not bring outside food inside the center with your child.

CONTINUE TO THE NEXT PAGE ⟶

Robin's Nest takes great pride in serving hot nutritious meal that meet 2/3 of a child's daily guidelines set by the state food program.

You will be required to fill out state food paperwork that has personal information. This is confidential and stored in a safe place and is NOT in your child's file.

There is a menu posted at the sign in & out screen for the current week's meals. There is a clip board posted in the Parent Resource Area for the past month's meals. We have a 6-week rotating menu that offers a large variety of yummy fruits, vegetables and whole grains.

Robin's Nest has a policy of "healthy choices" that we teach the children every day and set the example by not allowing soda, outside fast food or fast food cups in the classrooms. The staff eats lunch with the children in our lunch room getting them ready for the elementary cafeteria process they will need to learn when they enter school.

Please do not send your child in with candy, gum, or chapstick.

If you have special dietary needs that do not have adequate substitution that would meet 2/3's of your child's daily nutrition, we are required to have a signed doctor's note.

We can NOT substitute water or juice for milk. If almond milk is approved by physician, the family will need to provide substitute.

We serve all meals free of charge to all children who attend Robin's Nest.

Breakfast is served from 7:15 AM - 8:15 AM (drop child off in lunch room)
Lunch is served from 11 AM - 12:30 PM
Snack is served from 2:00 PM until all schools get back to the center.
PM snack for toddler & field trip kids 4:00 PM

**If you are running late and need a meal saved, please call us. We let the children eat until all of the food is gone, so extras may not be available if you come in outside these times.*
Robin's Nest has an open-door policy at any time you can come in and see your child. We ask that no one drops off during our quiet time which is observed 10:30-2PM. It is very hard on the teachers

CONTINUE TO THE NEXT PAGE ⟶

to get a child to take a nap or not be disruptive when the other kids are sleeping when they arrive late in the day. Please help us.

Emergency Evacuation Plan Away from Robin's Nest

In the event that Robin's Nest was damaged in a storm or fire and was inhabitable for the children we care for, we would use our vans and buses to evacuate to the TURNERS TABLE in Carterville on Main Street, or another building closest to the location affected. We own that property out there and would move the children there until parent contact could be made and pick up could be arranged. The vehicles are equipped with all emergency contact information for every child in our care and first aid kits. We have cell phones that we would have on us to contact parents immediately in the event of an emergency.

In the event of a major snow storm and we must close our daycare, you will be able to get that information from our phone system 24 hours a day. We will only close if we do not have power or loss of water supply.

Be sure we have up to date phone numbers & phone carrier to send text message & email notices to.

Fire drills & tornado drills are done once a month. For a fire drill we evacuate the building and line up behind the school. Tornado drills we move into the main hallway that is 18 inches thick in concrete. School age kids practice monthly after school when they return to Robin's Nest after school and are logged separately on an evacuation plan. Robin's Nest is the neighborhoods storm shelter. Robin's Nest is a very safe building to be in the event of a tornado.

We also practice earthquake drills quarterly. The staff are trained annually for emergency preparedness!

Weather and Outdoor Play

Robin's Nest takes the children outside every day for at least one hour a day weather permitting. The temperature we follow is recommended by Excelerate Standards of 25 degree - 100 degrees.

Robin's Nest also considers precipitation, wind chill, humidity & how the children respond to the weather. We ultimately are on child temperature!

Please provide your child with a coat during winter months & apply sunscreen on your child before

CONTINUE TO THE NEXT PAGE ⟶

coming to Robin's Nest during the summer months. Outdoor play is so important for your child's health and sleep patterns. No weather is too cold or too hot - It's how we dress for the weather that counts!

PLEASE - NO FLIP FLOPS!

We will call you to bring new shoes for your child. There have been many injuries with unsafe footwear. If your child is signed up for a field trip and arrives to the school wearing flip flops, we will not send your child on that trip.

Please be sure your children have shoes every day at school. This would include all walking children. We go outside and use the gym daily.

Robin's Nest will provide gloves and hats for the children. Please store personal items in cubbie so they don't get mixed up with ours.

Please leave our mittens at the school so we have them for the next day!

Authorization to Pick Up Forms & Visitors

All visitors are required to show identification and sign in at our visitor's log. A copy of the identification is made and kept on file.

At the time of enrollment, you are given a form called the "Authorization to Pick Up". This form will be filled out by you with individuals who can pick up your child and their address and phone number. We will release your child to these people without proper identification.

If you need someone to pick up your child who is NOT on the list, we will need to take a photo copy of their identification to add to our book and have your verbal authorization. This person will need to manually sign in/out on paper.

If you send someone with no identification, we will not release your child. We are sorry for any inconvenience this may cause you.

We love to show off our school, but please notify us in advance to when visitors are coming. All visitors must sign in & out show identification, and explain the reason for their visit.

Robin's Nest has a strict policy about people have a purpose when in the classroom. Please do not

CONTINUE TO THE NEXT PAGE ⟶

hang out in the classrooms and distract teachers from properly supervising the children in the classroom. If you need to have a detailed conversation with a teacher, ask the director to step into the classroom so the teacher can talk with you and supervision is not compromised.

Guns, drugs, cigarettes & cell phones are not permitted when entering our school. Please be respectful of our policy.

Attendance & Emergencies

Please be sure to sign your child in and out every day.

You will be issued a family code to sign your child in.

We do hourly head counts and match these counts to our computerized sign in & out counts. Each staff person knows how many kids and who is in their classroom based on a manual attendance list for emergency purposes. Please be sure to sign in/out your child and walk them to their classroom. This procedure is essential for accurate and expedited emergency evacuations.

At Robin's Nest we take great pride in our friendly staff. Each person who enters our building should be greeted and children should be welcomed into their classroom by their teacher to make that transition easier. We will ask your name and hopefully get to know each of you personally. Our goal is to be a family, not another "number".

When you enter the building: we ask you sign in your child and walk them to their class. Please do NOT let your child walk themselves. Per licensing standards someone must directly supervise the children always. Please walk your children to their class.

Please set your time to the Robin's Nest computer to ensure out times match. Robin's Nest has the clocks set to the school's time. All billing is based on Robin's Nest time clock.

We are computerized and will a day end report to be sure all children have been signed out. Failing to sign out your child will result in a 7:59 PM sign out by the computer automatically.

Picking up Late & Procedures in the event your child is not picked up

If your child has not been picked up by 6:00 PM there is an additional $1 per minute after 6:00 PM per child fee assessed to your account that is due the next day to drop off.

CONTINUE TO THE NEXT PAGE ⟶

We will try to call you and let you know that your child is still here at Robin's Nest.

We will then go through the emergency contact information to have someone pick up your child. If we cannot get a hold of you, Robin's Nest staff may opt to take your child home with them leaving a map on the door. Robin's Nest staff is listed first on authorization to pick up forms for this reason.

Robin Moore or the Director of the center will be listed as emergency contact people for your child. By DCFS law we are required to call DCFS and have your child picked up by them after an hour.

We feel this is very traumatic to the children we love and care for so we will call everyone on the list to pick up and then take them home with us.

Robin's Nest reserves the right to terminate contract if our 6:00 PM pick up policy is not followed. We understand things happen once.

Contract agreement & Scheduling

When I receive your contract agreement, we enter that schedule for your child to participate in our program. This schedule enables up to plan meals, curriculum and our staff schedule. If you vary from your agreed schedule we could potentially be out of ratio, especially early in the morning. If you need to change your hours, just ask for another contract agreement. That contract will take affect 2 weeks after the Monday we receive it.

Payments & Fees

There are many fees that can be avoided by following the contract guidelines. Please help us keep your costs down!

Tuition Express is the payment option we use at Robin's Nest. The weekly fees are automatically deducted from your bank, credit card, EFT and then immediately credited to your account. The system will then send you an optional email showing your account has been paid and what you were charged. There is a $5.00 service fee on all credit cards. There are no additional fees for ACH Tuition Express payments.

Robin's Nest can not take cash or checks as a form of payment.

Pre-payments of childcare can not be refunded. This especially applies to flex spending accounts and other employer benefits.

CONTINUE TO THE NEXT PAGE ⟶

Credit card companies charge us service fees of 1.8% on all credit card transactions. Robin's Nest will charge the family account the 1.8% on all large credit card payments.

You can make payments, obtain tax forms & statements at myprocare.com

Your rates are based on the current rate sheet. Please see rate sheet for specific rates as they apply.

If you have special circumstances, please talk to me. We can add to the contract agreement to allow for special payment arrangements if needed. All special arrangements need to be written on contract agreement to be valid and there is a $5.00 per transaction surcharge on all accounts that are not on tuition express.

If you are working with CCRR childcare subsidy you must have approval within 30 days for RN to bill or services. After 30 days, any tuition paid for will be retroactive to the month approval was made. (Example: application submitted 2/10 and approval obtained 3/20- we would bill CCR starting 3/1.)

There is a $25.00 per week late fee assessed. Late fees will accrue every week until a signed payment agreement has been turned in, tuition is paid in full or a collection account has been filed with Capital collection agency. Please talk to us, we want to work with you.

There is a $10.00 rebill for accounts that have a balance under and a $50.00. Invoices will be printed/emailed bi-weekly and place in your child's file folder.

Robin's Nest will e-mail you an invoices and year-end tax forms. You can also sign up for myprocare.com to get weekly emails, current live balances and year-end tax statements. Please update your email so we have the most current information to keep in touch. RN also makes calls and uses text messaging to remind parents of payments.

If you ever need to mail anything to the school our mailing address is:

12622 Karnak Dr, Creal Springs, Il 62922

Bookkeeping is done Monday mornings. Payments received after Monday at 6:00 PM will be applied to that following week of book keeping. Receipts follow Monday dates.

CONTINUE TO THE NEXT PAGE ⟶

Holidays & Vacation Time

The holidays in which Robin's Nest is closed and do not provide care are:
Christmas day, New Year's day, Labor day, Memorial day, Juneteenth Day, Fourth of July, Thanksgiving & Black Friday and we close early on Christmas Eve (2:00 PM) New Year's Eve (2:00 PM) & Halloween at 4:00 PM, Pre-K Graduation 4:00 PM.

Robin's Nest will close early the night of our annual Christmas show which is the second week in December. We will close at 4:00 PM so staff can get home, get changed and be ready to take your children at the High School at 6:30 PM.

There will be written notice of closures on the monthly calendar and posted at the front doors. If contracted daycare falls on any of these holidays, full payment is still due. Thank you in advance. If there is ever a problem, call me and let me know…I have others that can help fill in when needed with a week notice.

You can opt out of paying for holidays but forfeiting vacation credit. Just make that notation on your contract agreement.

Vacation time is available after 3 months of care with a written two weeks noticed placed in the tuition box and your account has a zero balance.

Vacation is eligible yearly based on date of enrollment.

Vacation time is defined as time your child is not at the center; it is not a vacation from payment. Vacation time as outlined in Robin's Nest policies. A vacation week is defined by how many days are on your contract agreement.

The vacation time then can be used as follows:

1. *Discounted two weeks of vacation at half pay*
2. *One free contracted week.*
3. *Separate these days over time also for example: you are full time and Have 5 days that can be used anytime with proper notice.*
4. *Sick days do not need a notice but are eligible only at half rate credit. Sick days need to be submitted in writing the week being used that were missed.*

CONTINUE TO THE NEXT PAGE ⟶

We ask that you let us know two weeks in advance in writing when your child will be on vacation. Emailing is the best way to contact us, please do NOT tell a staff member - everything is done in writing: Carterville location: rnest1007@gmail.com and Marion location: jena.parson1988@hotmail.com. We will log your time in the computer. Everything we do is Monday to Monday billing.

All other subsequent vacations, full payment is due to maintain your child's place.

Vacation time requested cannot be a part of a two-week notice.

Vacation credit cannot be requested when there is an outstanding balance due.

Vacation credit does not apply to CCR clients co-pays. The co-pay is based on a monthly fee and is due in full.

COVID Closure: If RN closes a classroom due to close contact to the virus, ½ rate will be charged for up 2 weeks or vacation week can be applied.

Long Term closures: To maintain your spot in the event there is any governmental shut down due to COVID or any other virus, pandemic, environmental/natural disaster event is half rate of tuition paid during this closure. If you do not want to pay the fees to hold the spot, a 2-week notice is required and any deposit on file will be applied to one of those weeks.

Tax information & Monthly Receipts

Monthly receipts can be requested, just ask at the office.

Tax information will be emailed to you by January 31 of each year. Please be sure we have current email address.

No tax information will be given over the phone.

Confidentiality

Robin's Nest is required to keep all paperwork for your child for 3 years. After 3 years the files will be destroyed.

Paperwork pertaining to taxes, billing and collections is stored at corporate office.

CONTINUE TO THE NEXT PAGE ⟶

Files are locked in the office and kept in a confidential manner. The only assessors allowed to lock directly into a file is DCFS.

Screenings are imputed into a state computer and shared with local elementary schools.

Electronic & Technology Policy (Staff)

Robin's Nest & Staff post pictures of the children in their classrooms weekly with lesson themed activities.

Robin, Angela, Brittany & Jena "friend" many of our families so we can tag you in family pictures & event pictures. Feel free to add me at Robin Halm Moore on FB.

You have the right NOT to have your child photographed. Please note on the contract and we will be sure your child's picture is not on any social media.

Robin's Nest uses pictures of the children in a classroom setting for advertising, web page, live camera feed, the news loves our school - Again, if you do not give permission for Robin's Nest to use your child's photos in this manner, please note on contract.

Collections & Unpaid Balances

After two-weeks of nonpayment for child care services, your child care can terminate without some kind of written agreement. A notice is required to be given & will be added to any account after we have called for 2 weeks and your child has not been in attendance. A no call- no show does NOT end billing on your account.

Termination of CCR approval does not end childcare contract. A written notice is required to end written contract.

A payment plan maybe signed allotting for an extra payment on top of that current week's child care to continue care and stop late fees. However, failure to pay as agreed in payment plan will result in a $30.00 per week late fee and terminate care.

All collection costs will be assessed to account at a minimum charge of $150.00 dollars when turned over to collections.

Robin's Nest uses Capital Collections to follow up on collection accounts. This collection company does report to all credit companies.

CONTINUE TO THE NEXT PAGE ⟶

Staff of Robin's Nest & Company Policy

Robin's Nest takes great pride in hiring quality staff and provides education & training to further employment advancement in Early Childhood Education field. Per our company policy that our teachers sign at the time of employment Robin's Nest prohibits staff to provide childcare services outside of our center and is NOT liable for any services provided outside what has been agreed upon on the contract agreement. Robin's Nest charges a $1500.00 finder's fee for any staff person who leaves our center for a job opportunity that is initiate by a parent of our center.

Robin's Nest prohibits staff/parent relationships. Please do not ask our staff out for a love type of relationship date. I have found over the years the relationships don't work out, there is hurt feelings, and I lose a staff member or a family. Please help us keep our center professional.

Robin's Nest discourages after hour relationships on Face Book, snapchat, and other public forums that have resulted in concerns and complaints by parents who are viewing these sites. Please do not request teachers as "friends" in these public forums. Inappropriate conversations, jokes, pictures have resulted in termination of staff. Please help us maintain a level of professionalism that is lacking in these public forums. Email types of communication are secured and an acceptable way to communicate day to day information. If you ever have a concern, please come in and talk directly with the teacher or the director. Too many times words that are typed are misconstrued and taken out of context.

Respect for our TEAM: Please understand we care for your children and communication is essential to resolving problems & sharing solutions.

Cussing, threatening my TEAM will result in immediate termination of contract and billing will end with the week of the incident. To refunds of any fees will be approved. This includes inside the building, parking lots or playgrounds.

Violation of any part of this contract gives Robin's Nest Learning Center the right to terminate daycare immediately resulting in the forfeiture of your deposit. If you have any questions or concerns about the contract, please ask me. I'll be happy to explain or change with requests that are reasonable.

Robin's Nest parental paper work can change with a month notice that does not affect rates. No additional parental signatures are required. Look at parent board for the most recent contract or online for the most recent update.

CONTINUE TO THE NEXT PAGE ⟶

Social Media & Grievance Policy

Robin's Nest Learning Center strives to maintain an open, respectful partnership with all of our families. We ask that any concerns regarding your child's care be brought directly to the administration so we can address them together. Publicly disparaging, defaming, or airing grievances about the school, its programs, or its teachers on social media platforms is strictly prohibited and is grounds for immediate termination of childcare services. Additionally, if a parent feels the working relationship has deteriorated to the point of involving outside regulatory agencies such as DCFS, it indicates that the mutual trust required for a healthy childcare partnership has been irreparably broken. In such instances, Robin's Nest reserves the right to immediately terminate childcare coverage.

Thank you for choosing Robin's Nest, we look forward to exceeding your expectations!